Positive Outcome from Implementation of Patient Safety Round by Front-line Staff in Surgical Department

PAMELA YOUDE NETHERSOLE EASTERN HOSPITAL

Alex SHE /APN
Department of Surgery

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No official and standard ward round protocol concerning Patient Safety carried out by Patient Care Assistants (PCAs) in our department.

Regular ward round is believed to outcome a safe and high quality patient care in ward.
A patient’s perception of the quality of health care greatly depends on the career’s ability to meet the patients’ needs;

Patient satisfaction increased during the rounding protocol;

Regular ward round enhances patient’s safety (in terms of fall rate);

It is one of the important measures for quality and risk management in clinical settings.
To develop and implement a ward round protocol in Department of Surgery so as to promote **Patient Safety** and **Satisfaction** in ward.
OBJECTIVES

➢ To develop and standardize a ward round protocol;
➢ To enhance patient safety;
➢ To enhance patient satisfaction;
➢ To promote clinical learning and communications among colleagues.
In one Surgical Ward, PYNEH from mid-July to mid-August, 2009.
STRATEGIES

- Staff training
- Cue card and signage (facilitation of wad round)
- Continue Monitoring
  - First Tier
  - Second Tier
- Collect feedback and evaluation
What Issues We Focus On?

- Ward Environment
- Patient Safety
- Patient Education
- Patient Comfort
- Patient Hygiene
病室巡察之事項

1. 詢問及評估病人有否任何不適和跌倒的危險。
2. 按護士的指示，協助病人服用藥物及進食。
3. 提供如廁用具：如小便壺或便盆，用後即清理。
4. 評估病人躺臥的位置，如有需要定時協助病人轉換臥式及更換合適的衣服。
5. 將叫人鈴安放至病人可觸到的位置，並把病床高度調低。
6. 如病人使用電床者，需將控制器安放至病人可觸到的位置，並教導他們如何使用。
7. 檢查尿袋或引流袋，切勿觸及地面。
8. 床尾檯宜安放至床邊及協助病人整理床邊櫃的物品，並拉開布簾，避免防礙觀察。
9. 將水、食物（如無禁忌）和手巾紙放至病人可觸及的位置。
10. 告訴病人如有需要可叫醫護人員幫忙，對於年長或體弱的病人以及即日剛完成手術的病人，加以勸告勿自行下床，以防跌倒。
11. 協助病人安頓病床，上好床欄，預備入睡（適用於下午更之巡察）。
SCHEDULE OF WARD ROUND IN DIFFERENT SHIFT

- Night shift (0500 hrs)
- AM shift (0900 hrs and 1400 hrs)
- PM shift (2200 hrs)
TRAINING

- Group briefing to Nursing Staff & PCAs
- Hands-on teaching and coaching
- Continuous support
- Practice under supervision
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Cue Card for the Colleagues
Signage Indicating Patient on Safety Round
First Tier

- After PCAs performed the ward round, they sign on the nursing prescription sheet and;

- Team nurse is the responsible person to check the completeness & performance and collect the feedback of their point of view.
● **Second Tier**

- Ward manager and shift in-charge constantly observe and monitor the compliance and performance of ward round by PCAs.
- Review meeting including program leader and ward managers, once every 3 months to make recommendations and improvement plan.
This ongoing program started from October, 2010;
All surgical wards were included in this program.
EVALUATION

- Staff Survey on implementation of Patient Safety Round (Nursing Staff & PCAs);
- Patient’s safety (in term of decreased Fall Rate as record);
- Patient Satisfaction;
Staff Survey on Implementation of Patient Safety Round

1. Reduced call bell use after implementation of patient safety round (有助减少病人按动救命钟).
   | 不同意 Disagree | 中性 Neutral | 同意 Agree |
   | 1             | 2             | 3             | 4             | 5             |

2. Increased patient satisfaction (提高病人的满意度)

3. Enhanced work-flow (有助改善工作流程)

4. Enhanced working efficiency (增加工作效率)

5. Decreased workload (减少工作量)

6. Other suggestions (其它意见):


## Results from Staff Survey

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<th></th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
</tr>
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<td>Reduced call bell use after implementation of patient safety round (有助減少病人按動救命鐘).</td>
<td>19%</td>
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<td>62%</td>
</tr>
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<td>Increased patient satisfaction (提高病人的滿意度)</td>
<td>15%</td>
<td>30%</td>
<td>55%</td>
</tr>
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<td>Enhanced work-flow (有助改善工作流程)</td>
<td>19%</td>
<td>30%</td>
<td>51%</td>
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<tr>
<td>Enhanced working efficiency (增加工作效率)</td>
<td>15%</td>
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<td>Decreased workload (減少工作量)</td>
<td>26%</td>
<td>30%</td>
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Fall incidence rate of all surgical wards decreased by **21%** in year 2011 & year 2012 as compared with year 2010.

Number of appreciation increased by **29%** in year 2011 & **26%** by year 2012 as compared with year 2010.
Regular ward rounds are effective to:

- Reduce fall incidences;
- Achieve effective patient care management;
- Empower patient care assistants in patient care management;
- Increase patient’s satisfaction with health care.
WAY FORWARD

- Patient Satisfaction Survey on Patient Safety Round
- 2nd Staff Survey
ACKNOWLEDGEMENT

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